

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**PARKING SERVICES MANAGER
TRANSIT AND PARKING SERVICES DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs supervisory work directing subordinate personnel in the operation, security and maintenance of City parking facilities and the enforcement of parking statutes and ordinances in the Asheville Parking Meter Zone and the adjudication of fines and penalties associated therewith. Employee reports to the Transit & Parking Services Director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is primarily responsible for supervising the daily activities associated with collections of parking fees and citations, enforcement of regulations, and maintenance and security of City parking facilities. Work also involves overseeing daily accounting and preparing revenue and expense reports. Employee is responsible for appearance of facilities and marketing of services. Employee is also responsible for formulating departmental policies and plans to meet immediate and future needs of the City. Most work is performed according to standard procedures; however, the employee is expected to use initiative and independent judgment in accomplishing assigned objectives. This is especially important in the adjudication of fines and penalties associated with parking citations. Work requires considerable tact and courtesy in serving the public. Considerable independent judgment and initiative are exercised in the supervision of all parking activities. Work is performed under limited supervision of the Transit & Parking Services Director and is evaluated through the efficiency of parking services operations and review of work completed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Develops, implements and administers policies and procedures for the enforcement of regulations, collection of parking and citation fees, security and maintenance of City parking facilities.

Assigns, directs, and supervises activities of parking services personnel, ensuring adherence to established policies, procedures and standards; assists and advises subordinates, as necessary, resolving problems as non-routine problems arise.

Administers or makes recommendations for routine personnel matters affecting subordinates, including recruiting, interviewing, hiring, training, assigning, scheduling, granting leave, appraising and disciplining, etc., submitting such records and reports as required by City management, ordinance or statute.

PARKING SERVICES MANAGER

Develops division operating and capital budget proposals based on analysis of past performance and projected future requirements, administers allocated funds, approves expenditures, ensures preparation and maintenance of proper accounting and reporting mechanisms; develops and implements effective internal control of funds.

Reviews and analyzes parking operations statistics and prepares summary reports and projections.

Inspects parking facilities and equipment to ensure proper operation and maintenance.

Adjudicates appeals of citations and associated penalties for violations of parking ordinances.

Maintains active dialogue with downtown parking stakeholders to facilitate the effective use of parking resources to best meet the stakeholders needs.

Participates with director in the formulation of departmental policies and plans to meet immediate and future needs of the City.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of City ordinances and State statutes regulating parking, and related fees, penalties and the adjudication process for appeal of citations and penalties.

Considerable knowledge of modern office practices and procedures, including the handling and accounting of large sums of money.

Considerable knowledge of the standard practices, materials, tools, and equipment utilized in operations and maintenance of parking services.

General knowledge of or ability to quickly learn and use all City administrative systems, including HTE computer services, invoicing, purchasing, and delinquent collection systems.

General knowledge of the principles of supervision and administration.

General knowledge of bookkeeping practices and principles.

General knowledge of the occupational hazards and safety precautions related to the work.

Ability to devise and implement improvements to services.

Ability to make decisions with the best available information.

Ability to plan, assign, direct and supervise the work of staff.

Ability to prepare and maintain complex, detailed records and reports.

Ability to exercise considerable judgment and initiative in applying standards to a variety of work situations.

Ability to effectively express ideas orally and in writing.

Ability to deal tactfully and courteously with the general public and fellow employees.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

PARKING SERVICES MANAGER

MINIMUM EXPERIENCE AND TRAINING

Bachelor's degree in business administration, accounting, or a related field, and 3 to 5 years of progressively responsible experience in management, marketing, customer service, facilities operations, bookkeeping and enforcement work, including supervisory experience; and/or any equivalent combination of training and experience required to perform the essential functions of the position.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to the job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health and safety of the employee or others in the workplace.

Salary Grade 21
Exempt